



Complaints Procedure for Tenants

1. Complaints Procedure

- 1.1 Granville Community Homes Limited is committed to providing high-quality customer services. We value complaints and use information from them to help us improve our services.
- 1.2 If something goes wrong or you are dissatisfied with our services, please tell us.
- 1.3 This document describes our complaints procedure and how to make a complaint.

2. What is a complaint?

- 2.1 A complaint which is “an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents”.

3. What can I complain about?

- 3.1 You can complain about things like:
 - delays in responding to your enquiries and requests;
 - failure to provide a service;
 - our standard of service;
 - dissatisfaction with our policy;
 - treatment by or attitude of a member of staff;
 - our failure to follow proper procedure.
- 3.2 Your complaint may involve more than one of our services or be about someone working on our behalf.

4. What can't I complain about?

- 4.1 There are some things we can't deal with through our complaints procedure. These include:



- a routine first-time request for a service, for example reporting a problem that needs to be repaired or initial action on anti-social behaviour;
- requests for compensation;
- our policies and procedures that have a separate right of appeal, for example, if you are dissatisfied with the level of priority you have been given when applying for a house, you may have the right to appeal against the decision;
- issues that are in court or have already been heard by a court or a tribunal;
- an attempt to reopen a previously concluded complaint or to have a complaint reconsidered where we have already given our final decision following a stage 2 investigation. If you are still not satisfied, you can ask the Ombudsman for an independent review of the complaint.

4.2 If other procedures or rights of appeal can help you resolve your concerns, we will give information and advice to help you.

5. Who can complain?

5.1 Anyone can make a complaint to us, including the representative of someone who is dissatisfied with our service.

6. How do I complain?

6.1 Complaints can be made by the following means and will be dealt with in the strictest confidence by our Housing Management Team.

Telephone

Visiting our office – 92a Topping Street Blackpool FY3 1AD

Email to info@granvillecommunityhomes.co.uk

Submitting an online form via our website

Informing a member of the GCH team during a property visit

Writing to us at: 92a Topping Street Blackpool FY3 1AD



6.2 It is easier for us to resolve complaints if you make them quickly and directly to the service concerned. So please talk to a member of our staff at the service you are complaining about. Then they can try to resolve any problems on the spot.

6.3 When complaining, tell us:

- your full name and address
- as much as you can about the complaint
- what has gone wrong
- how you want us to resolve the matter.

7. How long do I have to make a complaint?

7.1 Normally, you must make your complaint within six months of:

- the event you want to complain about, or
- finding out that you have a reason to complain, but no longer than 12 months after the event itself.

7.2 In exceptional circumstances, we may be able to accept a complaint after the time limit. If you feel that the time limit should not apply to your complaint, please let us know by contacting us by the same contact means provided under paragraph 6.

8. What happens when I have complained?

8.1 We will always tell you who is dealing with your complaint. Our complaints procedure has two stages:

Stage one – Frontline Resolution

- A. We aim to resolve complaints quickly and close to where we provided the service. This could mean an on-the-spot apology and explanation if something has clearly gone wrong, and immediate action to resolve the problem.
- B. We will give you our decision at stage 1 in ten working days or less, unless there are exceptional circumstances.
- C. If we can't resolve your complaint at this stage, we will explain why. If you are still dissatisfied, you can ask for your complaint to be investigated further through stage 2. You may choose to do this within 15 working days of our initial response. We can help you with making this request.



Stage two – Investigation

- A. Stage 2 deals with complaints that have not been resolved at stage 1.
- B. When using stage 2 we will:
 - acknowledge receipt of your complaint within three working days
 - discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for
 - give you a full response to the complaint as soon as possible and within 20 working days.
- C. If our investigation will take longer than 20 working days, we will tell you. We will agree revised time limits with you and keep you updated on progress.

9. What if I'm still dissatisfied?

- 9.1** After we have fully investigated, if you are still dissatisfied with our decision or the way we dealt with your complaint, you can ask the Housing Ombudsman or the Regulator of Social Housing to look at it.

10. The Housing Ombudsman and Regulator of Social Housing cannot normally look at:

- A. A complaint that has not completed our complaints procedure (so please make sure it has done so before contacting either of the services)
- B. events that happened, or that you became aware of, more than a year ago
- C. a matter that has been or is being considered in court.

You can contact the Housing Ombudsman and Regulator of Social Housing;

Housing Ombudsman

Email - info@housing-ombudsman.org.uk

Complaint correspondence: Housing Ombudsman Service, **PO Box 152, Liverpool L33 7WQ**

Other correspondence: Housing Ombudsman Service, Exchange Tower, Harbour Exchange Square, London E14 9GE

Online complaints form

<https://www.housing-ombudsman.org.uk/residents/make-a-complaint/>



Telephone: 0300 111 3000

Regulator of Social Housing

Address: Referrals and Regulatory Enquiries Team, Regulator of Social Housing, 1st Floor – lateral, 8 City Walk, Leeds, LS11 9AT

Telephone number: 0300 124 5225 (choose Option 3)

Email: enquiries@rsh.gov.uk

11. Getting help to make your complaint

- 11.1** We understand that you may be unable, or reluctant, to make a complaint yourself. We accept complaints from the representative of a person who is dissatisfied with our service. We can take complaints from a friend, relative, or an advocate, if you have given them your consent to complain for you. You can find out about advocates in your area by contacting the Citizens Advice Bureau.
- 11.2** We are committed to making our service easy to use for all members of the community. In line with our statutory equality duties, we will always ensure that reasonable adjustments are made to help customers access and use our services. If you have trouble putting your complaint in writing please tell us.
- 11.3** We can also give you this leaflet in other languages and formats (such as large print, audio and Braille).